

Telephone Renewals

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- Recent CMS guidance introduced that Minnesota Health Care Program (MHCP) enrollees may complete and submit their eligibility renewals by telephone.
- A telephone renewal allows an MHCP enrollee to provide renewal information over the phone in lieu of providing written information on a renewal form. Each MHCP processing agency must provide and support telephone renewals. Eligibility workers must process the renewal, but other agency staff can gather and accept phone renewal information. All agency staff involved in the process must have completed all required data privacy trainings in the past year.

Programs this applies to

- Medical Assistance for Families with Children and Adults (MA-FCA)
- Medical Assistance for People Age 65 and Older, Blind or Disabled (MA-ABD)
- Medical Assistance for Employed Persons with Disabilities (MA-EPD)
- Medical Assistance under the TEFRA Option
- Medical Assistance for Children in Foster Care, Northstar Adoption Assistance and Kinship Assistance
- Medical Assistance for the Treatment of Breast and Cervical Cancer (MA-BC)
- Medical Assistance for People Receiving Services at the Center for Victims of Torture (MA-CVT)
- Medicare Savings Programs (MSP): Qualified Medicare Beneficiaries (QMB), Service Limited
- Medicare Beneficiaries (SLMB), Qualified Individuals (QI) and Qualified Working Disabled (QWD)
- Emergency Medical Assistance (EMA)
- Minnesota Family Planning Program (MFPP)
- MinnesotaCare

Telephone Renewal

- To complete a telephone renewal, the enrollee, the application filer, or the authorized representative must provide renewal information by phone and telephonically sign the form.
- The agency will process the renewal in date order received.

Telephone Renewal

- This will not speed up processing of renewals.
- Telephone renewals are another modality for consumers to submit their renewal for processing.
- Renewals will still be processed in the order they are received, they will not be processed while the caller is on the phone.
- Each agency will be handling telephone renewals differently.

What Navigators can and cannot do

Can

- Can suggest the consumer call their agency as an option for how to submit a renewal.
- Can complete the renewal in person with the consumer.

Cannot

- Cannot complete the renewal over the phone.
- Cannot accept verbal signatures.

Questions?